



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

December 13, 2013

Date Complaint Received:	12/9/13
Complaint Received By:	Michelle Noddings
Provider Name and Location:	Amanda Hamilton 2629 4 th Ave. Council Bluffs, IA 51501

Complaint: Provider has moved and is reported to be living with relatives that have not completed background checks. Provider is not the party on the rental agreement. Provider has not completed any training in the last 2 years. Provider's husband, Jason Hamilton, is prohibited from caring for children or transporting them. It is reported he has been caring for children when Amanda is not in the home. Central office is in process of approving new address and requested compliance worker check out home to ensure provider is compliant with all policies.

Rule Basis: 237A.3A(3d); 110.5(2)(a)(b); 110.5(2)(d); 110.5 (10)(a)(b)(c)(d)(e)

Findings: DHS compliance worker arrived to home on the afternoon of 12/12/13. Amanda was called to the front room. Compliance worker explained that a compliance check needed to be completed and that a complaint had been made. Provider asked how a compliance check could be completed as she is not registered. DHS explained that she is currently registered in the system and going through an address change. Provider asked if she could refuse the compliance check and DHS informed that she would not be able to have registration approved for new residence. Provider refused compliance check and stated she was not going to pursue registration at this time as they were not going to give it to her. Provider then asked what the complaint was. DHS read over the complaint and provider did not respond to any of the complaints listed and again stated she was not going to pursue registration. DHS informed provider that it is likely that she will need to complete a compliance check in the future before obtaining registration due to concerns noted above and lack of resolution of the concerns listed.

Resolution: Provider refused DHS compliance check. Provider refused to discuss any of the concerns noted. Provider reported she is not going to pursue registration at this time.

If you have any questions regarding this matter feel free to contact me at (712) 328 - 5713 or email address mnoddin@dhs.state.ia.us.

Sincerely,

Michelle Noddings
Social Worker